| **Self Help Guide: Clearing Your Internet Cookies and Temporary Internet Files** | |
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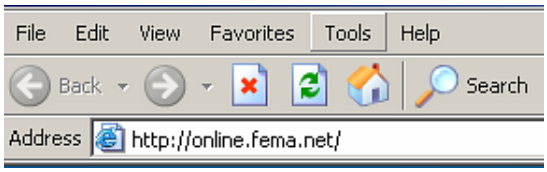
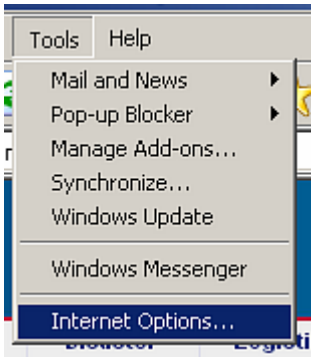
| Some issues with submitting exams may be corrected by clearing an Internet browser's Temporary Internet files and cookies. Sometimes, an Internet browser will save files to help the browser load pages quicker at a later date. This can actually prevent the browser from seeing the most current information and settings.<br><br>This Self Help guide is meant to help a student clear these files so they are able to complete their tasks without issues. | |
| Open up Internet Explorer. | |
| Left click on the **Tools** button located in your menu bar located at the top of your Internet browser window. |  |
| Then choose **Internet Options** |  |

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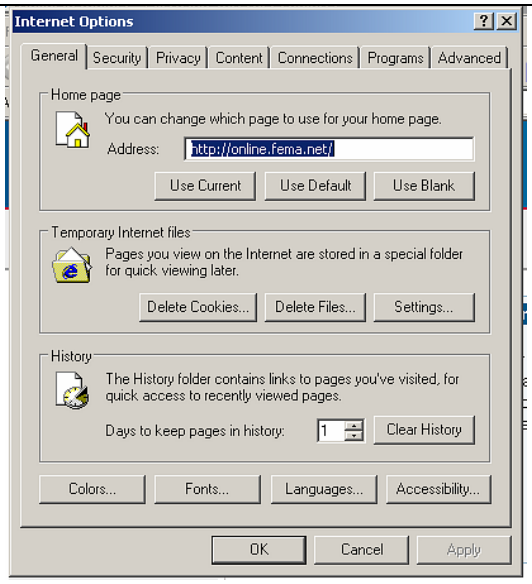
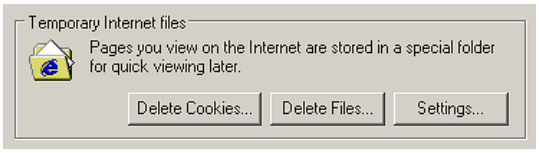
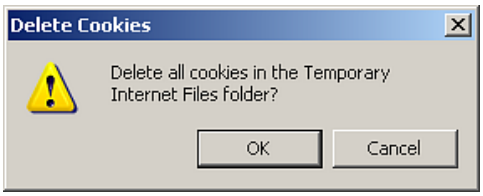
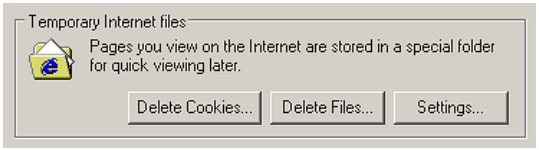
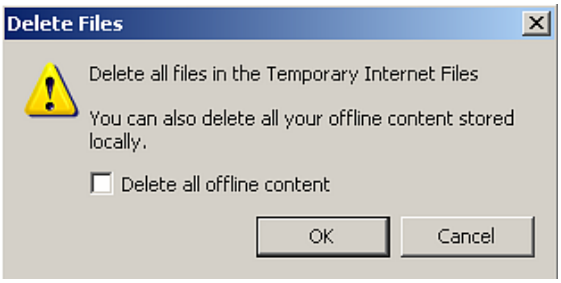
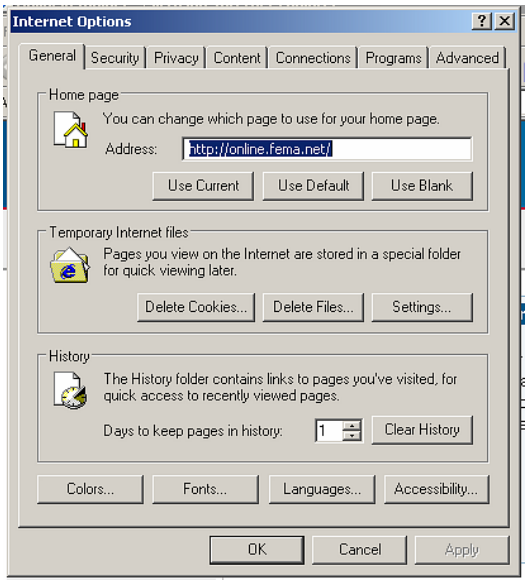
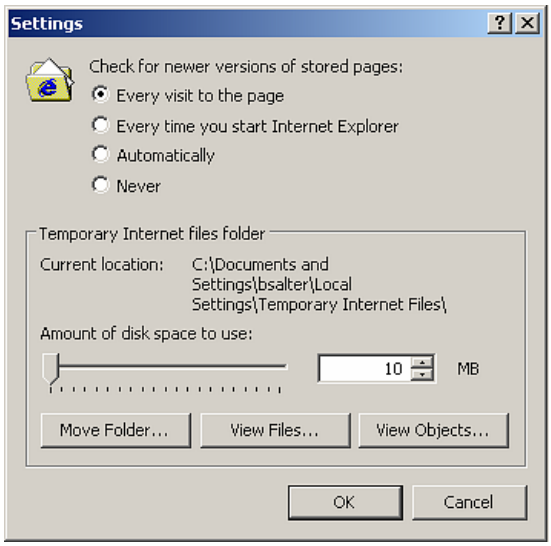
| An **Internet Options** menu will open in a separate window with the **General** tab information showing. |  |
| First click on the **Delete Cookies** button. |  |
| Click **OK** to Delete the cookies. |  |
| Click on the **Delete Files button,** and then click **OK** to Delete the files. |  <br>  |

After that completes, Click on the **Settings** button. On that page, check to see if "Every visit to the page" is selected. If it is not, click in the circle beside that option then click on the **OK** button to save that option.



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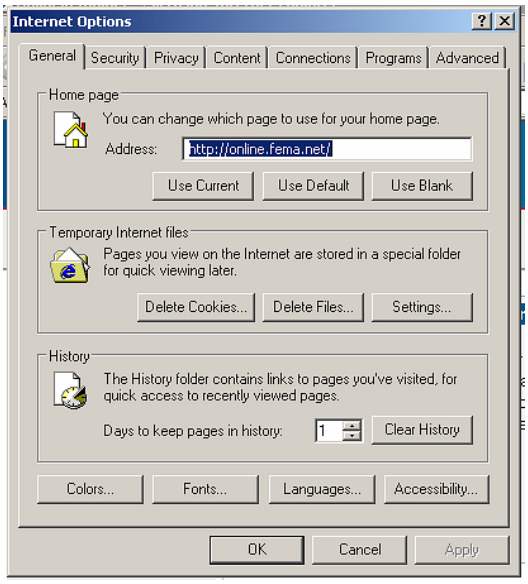
| After all tasks are complete, click on the OK button at the bottom of the Internet Options window. |  |
| Close out of the Internet browser (upper right-hand corner). | |
| Reopen your Internet Browser. | |
| Proceed back to our website. Click Enter or the Go button to accept the typed web address. | |
| Click on **FEMA Independent Study** located at the top of your screen. | |
| Click on **ISP Course List** from the menu to return to our main course list<br>or<br>**NIMS Courses** to narrow down the list to just NIMS courses. | <br>Or<br> |

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| Select the course number you accessed previously from the list and then select **Take Final Exam** to access the exam again. | • Take Final Exam<br>Or<br>Take Final Exam |
| After completing the required information, click on the **Send** button to transmit the data to us. | Send |
| Be sure that you receive a Thank you page after clicking the Send button. If you receive anything other than a Thank you page, there is an error submitting your exam. Call 301-447-1200 for assistance. | Thank you, |